

Production Daily Health Report

Friday January 6th, 2017 (10:00 AM EDT)

Infrastructure and Upcoming Events

Customer Portal
 Worker Portal
 CCAP
 EARR

Daily Smoke Test Status: Pass

Key Events

Date	Event	Status
1/7	Weekly Release	Not Started

Notices QC

Notice	Status	Transferred	QC Passed	QC Pending	Held
DHS 1605 - Benefit Decision Notice	Passed	Pending	0	1554	0
DHS1010 - Renewal Notice	Passed	Pending	0	5746	0

Batches

Executed	Failed	Passed	Held / Not Scheduled*
181	1	180	138

Batch Name	Status	Impact
Benefit Issuance	Passed	
Mass Update	Passed	
Self Service Portal	Passed	
Reports	Passed	
Support Functions	Passed	TM-MSPTD-DLY batch Job Failed, RIB-11601 is raised to track the issue.
Notices	Passed	
EDM	Passed	

Interfaces

Critical Trading Partner	Transfer Status	QC Status	Impact
MMIS	Passed	Passed	
FIS (EBT)	Passed	Passed	
Child Support	Passed	Passed	
SSA	N/A	N/A	
Bank of America	N/A	N/A	
Santander	N/A	N/A	
Welligent	N/A	N/A	
Carriers & NFP	Passed	Passed	
DCYF	Passed	Passed	

*This includes jobs that are monthly that have not hit their execution date as well as jobs that have known issues.

RIBridges Top Issues Impacting Cases

Friday January 6th, 2017 (10:00 AM EDT)

47

Cases without Coverage due to Top Issues

0 P1 Incidents

3 P2 incidents

1629 P3 incidents

88 P4 incidents

Top Issues Impacting Cases

#	Issue	# Cases Blocking Coverage	Root cause	Resolution
1	RIW closing in error, benefit periods incorrect and overlapping (RIB-8392)	~10	RIW eligibility dates were not created properly	Target code fix date 01-07-2017
2	01A SSN Discrepancy (RIB-11065)	~25	Updated SSN didn't go to MMIS	Target code fix date 01-07-2017.
3	L1B - Application Error - Unable to REI Case (RIB-10722)	1	Proceed through application and attempted to submit the application and the following error message occurs , "3001: All programs are either terminated or denied.	Fix incremental loop count. Target fix date 01-07-2017.
4	Unable to pass through issuance-details page (RIB-7047)	~10	There were multiple active records found in the tables, data fix ran to update tables with correct information, allowing worker to move pass issuance-details screen.	Target data fix date 01-07-2017.
5	Attendance should be generated using Enrollment hours not auth hours (RIB-10866)	1	The attendance record of a child should be generated considering how many hours a child is enrolled rather than generating it eligible hours.	Target data fix date 1-7-2016

System Application Statistics

Below provides the applications that have been submitted into the system from September 12th to January 5th

Start of the Day

248

Scanned/Indexed



18,539

Processed



33,079

Completed



51,866

Total

Daily Net Change

24

Scanned/Indexed



22

Processed



694

Completed



740

Total

End of the Day

272

Scanned/Indexed



18,561

Processed*



33,773

Completed**



52,606

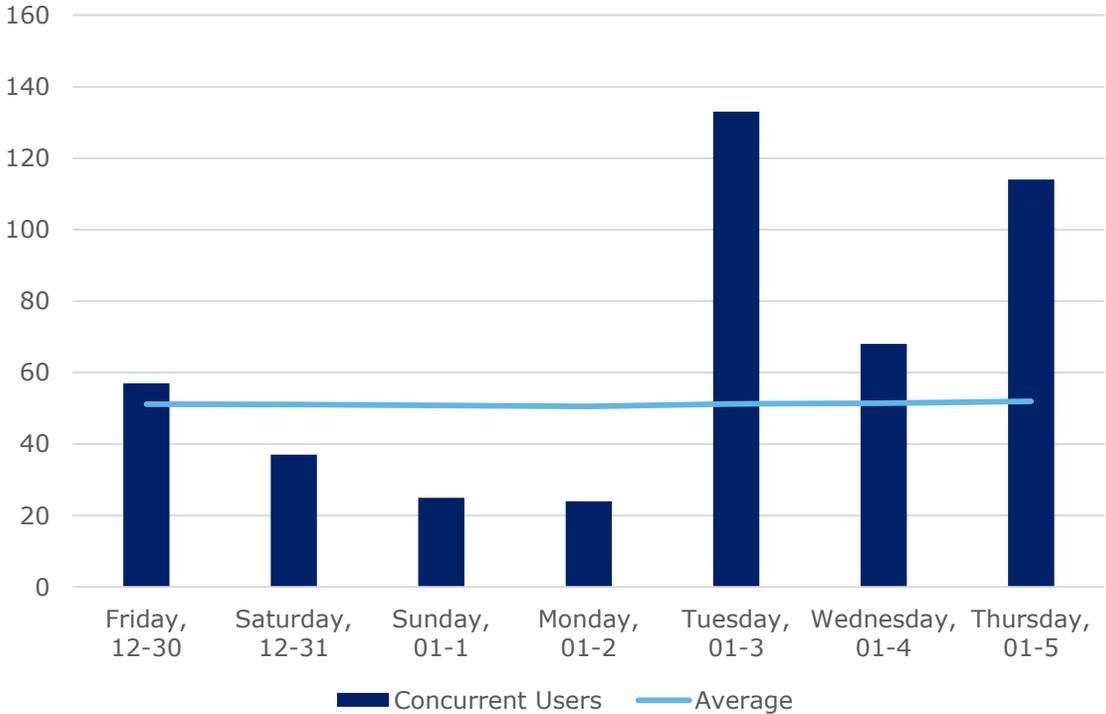
Total***

* Processed applications have gone through the application registration process, but eligibility has not been run.
** Completed applications have been processed and have had eligibility run.
*** Total is the total number of applications present in the system

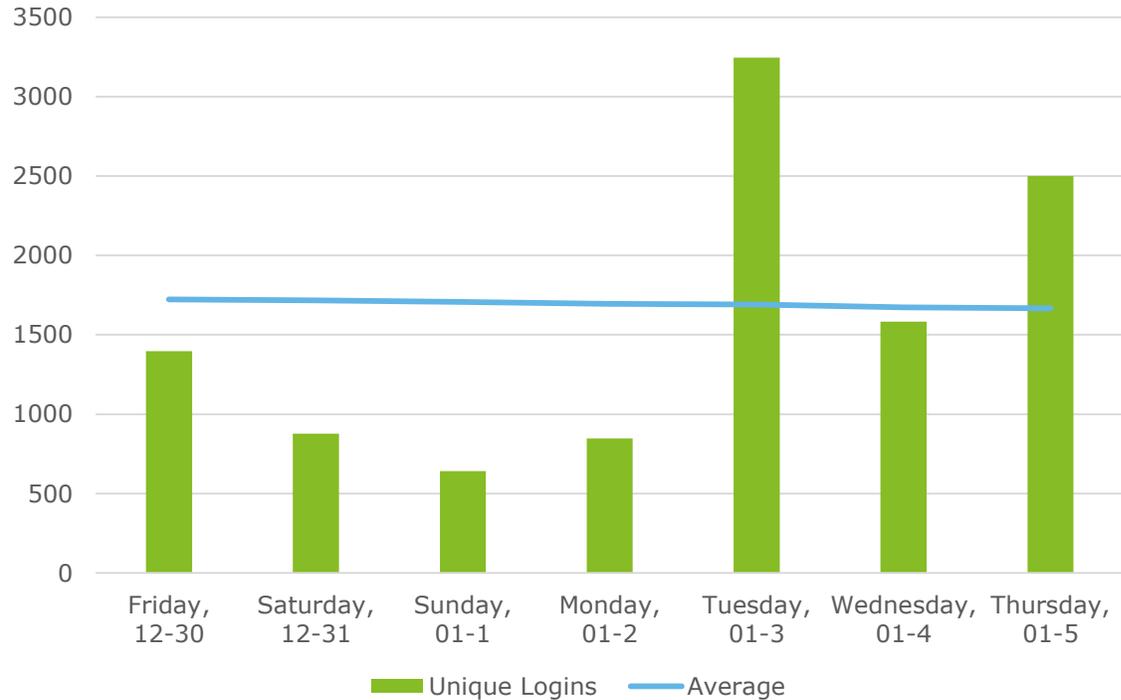
RIBridges Technical Metrics – Customer Portal

Friday January 6th, 2017 (10:00 AM EDT)

Customer Portal Concurrent Logins Per Day



Customer Portal Unique Logins Per Day

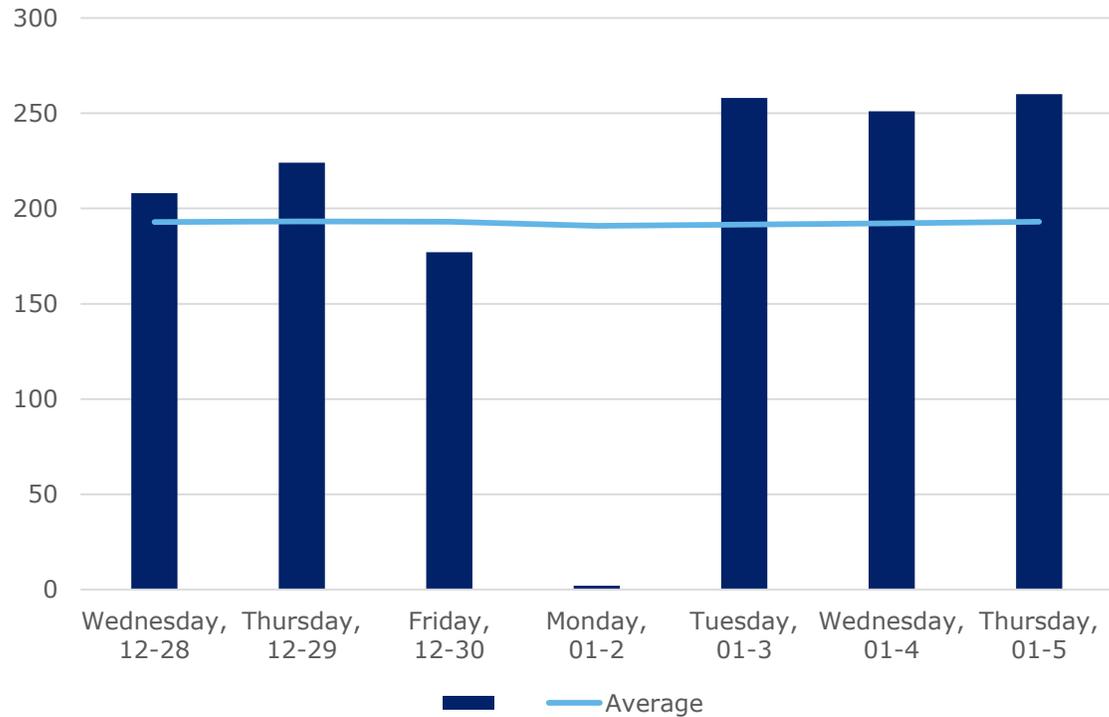


*Concurrent is over five minutes

RIBridges Technical Metrics – Worker Portal

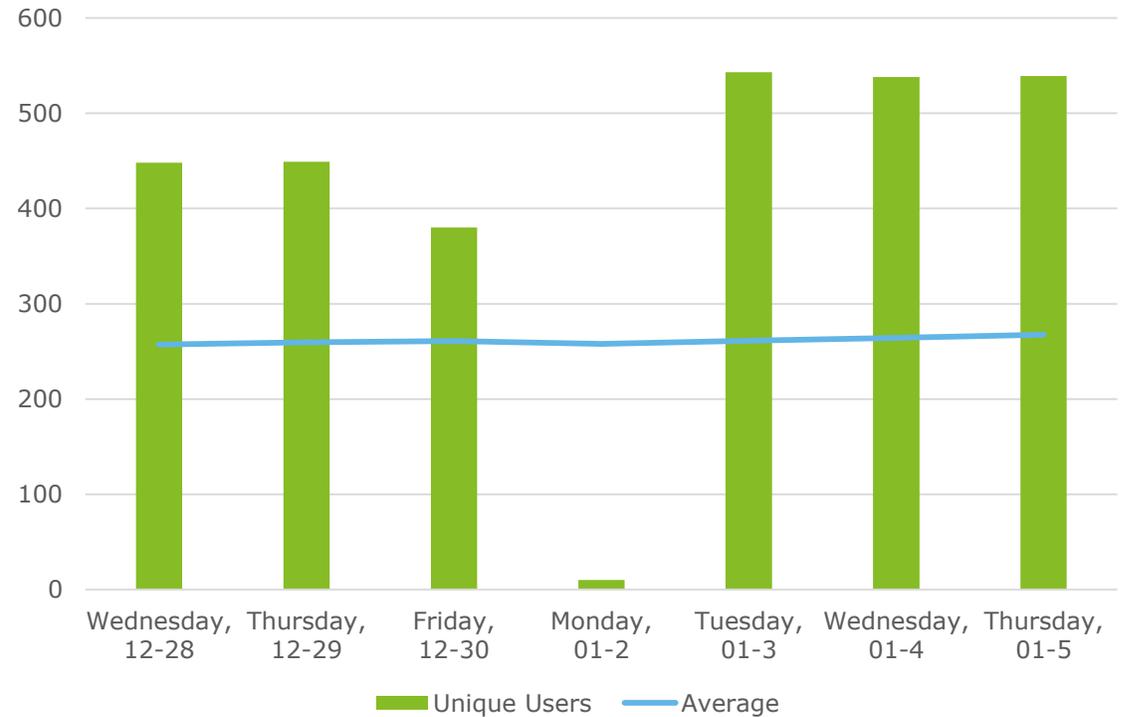
Friday January 6th, 2017 (10:00 AM EDT)

Worker Portal Concurrent Logins Per Weekday



* Concurrent is over five minutes
 ** Exact number of concurrent logins with no exclusions

Worker Portal Unique Logins Per Weekday

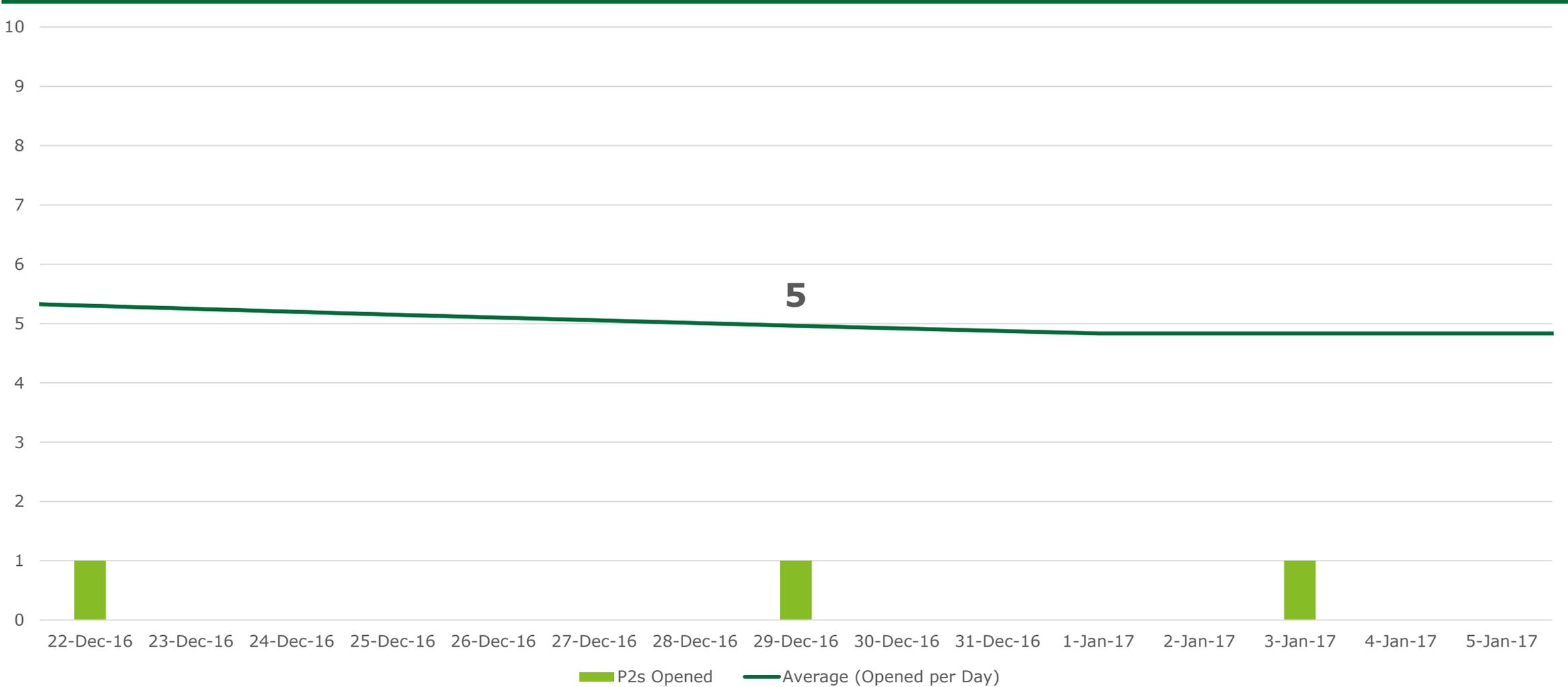


* Excludes Deloitte and contractor logins prior to 11/30.
 ** Deloitte and contractor logins included 11/30 and on

RIbridges Technical Metrics – P2 Incident Report

Friday January 6th, 2017 (10:00 AM EDT)

P2 Incidents Opened by Day



RIbridges Technical Metrics – P2 Incident Report

Friday January 6th, 2017 (10:00 AM EDT)

P2 Cumulative Incidents Open by Day



RIbridges Technical Metrics – Agency Priority 3 Incidents (P3 Blockers)

Friday January 6th, 2017 (10:00 AM EDT)

Total Priority 3 Blocker* Incidents Open by Day

